

Your Rights & Responsibilities

For Residential Customers



National Fuel[®]

At National Fuel, it is important to us that all of our customers know about our policies and many helpful programs. This bill insert contains useful information about our procedures and your rights. For more details, visit our Web site at www.nationalfuelgas.com or call us at **716-686-6123** or toll-free at **1-800-365-3234**.

Billing Information

Each month, you will receive a bill detailing the amount of gas used during the service period, meter reading dates, and a breakdown of your current charges. These charges consist of two parts: **(1) Gas Supply Charges**, which includes the price of the gas itself plus interstate pipeline costs, and **(2) Delivery Service Charges** that reflect our cost of providing service to you. Gas Supply Charges cannot, by law, be marked up, as they represent the cost of buying and transporting natural gas from regions in the U.S. and Canada to this area.

Your bill is due upon receipt and is considered overdue if not paid by the late payment date indicated. You can pay your bills by mail, in person at any of our Customer Assistance Centers, at any of our authorized agents, or electronically using our online services features found at www.nationalfuelgas.com.

To avoid writing checks each month, consider enrolling in our **Direct Payment Plan**. This program makes it easy for customers to pay their bills automatically by deducting the amount due from their checking or savings account. This is a free service. We also offer online customer services for bill payment, submitting meter readings, or account information. Visit www.nationalfuelgas.com for more information.

For customers who are visually impaired, bills can be sent in large type or Braille formats. Simply call us to make arrangements.

Meter Reading

At National Fuel, we make every effort to read our meters once every other month, on or around the date indicated on your bill. Whenever we are unable to gain access to read the meter, we leave a door hanger that provides you with the number for our automated meter reading reporting system, **1-888-NFG-READ (634-7323)**, and our Web site, www.nationalfuelgas.com, where you can enter your meter reading online.

Disconnection Procedures

Disconnecting gas service for non-payment is a last resort. Before your service is disconnected, we will make every effort to assist you in finding a program or service to help you pay your bill. Many times, we can direct you to sources of financial assistance to help keep your service on. If you believe there is a mistake on your bill, we will postpone disconnection and investigate your account. If you have a serious health or safety concern, it is important that you contact us upon receiving a disconnection notice.

Your service will NOT be disconnected before you receive a Final Disconnection Notice, which gives you an opportunity to contact us to work on resolving the situation. If your service has been disconnected and you have been unable to reach an agreement to

have it restored, you may call the New York State Public Service Commission's (PSC) Emergency Hotline at **1-800-342-3355** between 7:30 a.m. and 7:30 p.m., Monday through Friday.

Because the safety of our customers is important to us, we will NOT disconnect service between November 1 and April 15 (the winter months), UNLESS we have made an effort to personally contact you.

Turn-On Procedures

If service has been turned off for non-payment, we will make arrangements to reconnect your service within 24 hours if: the overdue amount has been paid or a payment agreement is signed and any necessary down payment has been made, a serious health or safety threat exists; or we are directed by the PSC to do so. If you receive public assistance and we have received a notice of payment from the agency assisting you, your service will be reconnected within 24 hours.

Please note that there is a charge to restore service, unless it is deemed that an error has been made.

Security Deposits

Customers who apply for service on a short-term basis (more than three months, but less than a year) or seasonal basis (fewer than three months), may be asked to pay a security deposit. If you are required to pay a deposit, it will be held for one year and, following a good payment record during that time, it will be refunded to you, plus interest (at a rate set by the PSC). If your payments are not current, the deposit will be held and the interest earned on the deposit will be credited to you on a yearly basis.

If a customer is delinquent in making payments or files for bankruptcy protection, we may request payment of a security deposit.

Alternate Service Providers & Your Rights

As a National Fuel customer, you may purchase your natural gas supplies from us or an alternate, non-utility provider (called a marketer). In all cases, we will continue to deliver gas to your home safely and reliably. Marketers are required by the PSC to provide you with the same rights and protections you are offered from National Fuel regarding disconnection of service due to non-payment. For those customers who receive a National Fuel bill that includes charges from both the marketer and National Fuel, service may be disconnected and the gas supply terminated for non-payment of the gas delivery and commodity charges.

Special Protections Application Form

If you meet any of the conditions described in the Special Protections section of this bill insert and have not previously advised us of your condition, please complete the form included and **return it with your next payment. Thank you for helping us serve you better.**

Name _____
(Please print)

Address _____

City _____ Zip Code _____

Telephone Number _____

Account Number _____
(As shown on your bill)

Signature _____

Date _____

- I am at least 62 years old, or disabled, or blind and live alone.
- Everyone in my household is at least 62 years old, or blind, or disabled, or 18 years old or younger.

I, or someone in my household, uses the following life-sustaining equipment: _____

I have the following special condition(s):

- Medical Hardship _____
- Other Disability _____

I receive:

- Public Assistance Supplemental Security Income
- Other: _____

My identification number is _____



Understanding Natural Gas Safety

Natural gas is one of the safest and cleanest-burning energy sources available. At National Fuel, providing our customers with safe, reliable service is our highest priority.

Detecting a Gas Odor

Natural gas is colorless and odorless. We add an odorant that produces a distinctive “gas smell” so that leaks are easier to detect.

If you detect a faint gas smell, check to see if you have a pilot light out or a burner that is not completely turned off. If you smell a strong gas odor, or are unable to detect the cause of the odor:

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| DO <ul style="list-style-type: none">• Open doors and windows to ventilate.• Leave the premises.• Call National Fuel's emergency line at 1-800-444-3130 from a different location. | DON'T <ul style="list-style-type: none">• Switch lights on or off.• Light any matches.• Use any appliances. |
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Heating Safely and Efficiently

To ensure safe and efficient operation of your heating system, it is important for you to have it inspected by a qualified contractor prior to the beginning of each winter season.

Protecting You From Carbon Monoxide

Carbon monoxide is a colorless, odorless gas produced when fuel (heating oil, propane, charcoal, or natural gas) is burned without enough air for complete combustion. If inhaled in large quantities for a prolonged period of time, carbon monoxide can cause unconsciousness, brain damage, and even death.

Learning to identify the symptoms of carbon monoxide poisoning is the first step toward protecting you and your family. Symptoms include: fatigue, coughing, headache, irregular breathing, dizziness, overall paleness, nausea, and cherry red lips and ears. If anyone in your household experiences these symptoms, immediately open windows and doors to ventilate your home, then move outside and call 9-1-1 or your fire department.

There are a number of steps you can take to minimize the dangers of carbon monoxide poisoning, including: **(1)** Have your chimney, appliances and heating equipment inspected and tested by a qualified professional every year, **(2)** Ventless heaters should be installed to manufacturer's specifications and should never be used as a primary heat source. **(3)** Install a carbon

monoxide detector in your home. Do not rely on carbon monoxide detectors as a substitute for maintaining appliances, heating equipment or chimneys. If you do choose to install a carbon monoxide detector, use it as an additional preventative measure.* **(4)** Clear snow and ice from exhaust and combustion air vents for gas appliances to prevent carbon monoxide from accumulating in your home. **(5)** Never use a gas oven or stovetop for heating your home. **(6)** Properly insulate and weatherize your home. **(7)** Never run a gasoline engine (such as a gasoline generator) or an automobile in an enclosed space. **(8)** Never use a portable charcoal or propane grill indoors.

*You should make sure that any carbon monoxide detector you consider for purchase is listed by Underwriters Laboratories (UL) to the current UL 2034 standard, “Carbon Monoxide Detectors.” National Fuel does not endorse or recommend any specific brand of carbon monoxide detector.

Call Before You Dig, Drill or Blast – It's the Law

A damaged gas pipeline may create an explosion hazard resulting in injury and death, severe property damage, and loss of vital service. If you are planning a project that involves digging, trenching, drilling, grading or excavating:

- Call **8-1-1** before you dig
- Wait the required time
- Respect the marks
- Conduct a site survey
- Have an emergency plan
- Dig with care

8-1-1 is the national number you should call before you begin any digging project. Whether you are planning to do it yourself or hire a professional, smart digging means calling **8-1-1** before each job.

Encroachment

Even if a construction project is not expected to interfere directly with existing natural gas pipelines, you may still be in danger of locating or digging too closely to related facilities. This is known as encroachment. To ensure your safety and National Fuel's ability to access its pipelines, call our toll-free number at **1-800-365-3234**.

Ask for Identification

For your safety, every National Fuel representative carries an identification card. If the badge is not clipped onto his or her clothing for easy viewing, ask to see it. If proper ID is displayed, please let the representative complete his or her job. If you are suspicious or have questions, call us immediately at **1-800-365-3234**. If you feel there might be a problem, call the local police.

A Helping Hand

If you fall behind on your gas bills, we offer a number of programs designed to assist you. Entering into a **Payment Agreement** with us offers you the chance to establish a payment schedule that takes into consideration your financial situation. In order to establish an agreement, you, as the account holder, must visit one of our Customer Assistance Centers and provide proof of your household income and expenses. It is possible for you to designate someone else to do business for you; however, a power of attorney form is required. Such forms are available by contacting us. When you arrive, our experienced staff will work with you to determine the length of the agreement and a payment schedule that fits your needs.

If every member of the household is age 18 or younger, age 62 or older, and is blind or disabled, receiving public assistance, Supplemental Social Security Income, or additional state payments, we offer **Special Protections** to help you maintain your service. In addition to the situations mentioned above, we will NOT disconnect service if your gas service operates a life-saving device, or you or a member of your immediate family is anticipating a hospital stay of 10 days or more. We will make an attempt to contact customers receiving Special Protections (by phone or in

person) when collection activity for non-payment occurs. At that time, a payment agreement can be made. It is important to us that you receive all the special protections available to you. If you qualify, simply complete and mail us the attached form or call **1-800-365-3234** so that we may update your account.

In the case of a **medical emergency**, providing a valid medical certificate from your doctor or local Board of Health may continue your service for 30 days. Extension of gas service beyond that time period may be available by contacting us to recertify your situation.

Our **Budget Plan** helps you manage your bills by establishing an average monthly payment amount that spreads the cost of high wintertime bills over the course of a year. This program does not reduce your overall energy costs, but does help make your bill predictable.

For your convenience, you may designate a relative, friend, or agency to receive a reminder from us when your service becomes in danger of disconnection. **Third-party designers** are NOT responsible for paying your bill, but can work with us on your behalf to avoid service interruptions.

Request for Information You can learn more about our programs and services, or download a copy of “Your Rights and Responsibilities,” from our Web site at www.nationalfuelgas.com. Look for “Customer Publications” under the “For Home” section.

Billing Questions and Customer Service

If you have a question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

Buffalo-area: **716-686-6123**

All other areas: **1-800-365-3234**

or visit www.nationalfuelgas.com for more information.

For non-English speaking customers, we subscribe to a translation service. Contact us to request the use of the “Language Line” any time, in person or by phone.

Customers with hearing or speech difficulties can communicate with us on electronic display (TTY or teletypewriter) by calling **7-1-1** to have a relay-call placed to us.

If, after speaking with us, you are still not satisfied, you can contact the PSC's Consumer Services Division at: **Three Empire State Plaza, Albany, NY 12223** or **1-800-342-3377** from 8:30 a.m. to 4 p.m., Monday through Friday.

For Gas Emergencies, call **1-800-444-3130** 24 hours a day, 7 days a week.

Customer Assistance Centers

If it is necessary for you to talk with one of our representatives in person, our Customer Assistance Centers are staffed with helpful people who can assist you. Please check the locations listed below to find the office closest to you.

Open Monday through Friday, 8:15 a.m. to 4:30 p.m.

Buffalo: 455 Main Street, Buffalo, NY 14203

Cheektowaga: AppleTree Business Park
2875 Union Road, Suite 44, Cheektowaga, NY 14227

Jamestown: 1384 Peck Settlement Road, Jamestown, NY 14701

Niagara Falls: 6250 Packard Road, Niagara Falls, NY 14304